CHILDREN'S RESIDENTIAL UPDATE

Children's Residential Licensing Program Mission:
The Children's Residential Licensing Program licenses and monitors Adoption Agencies, Foster Family Agencies (FFA) and Certified Family Homes, Foster Family Homes, Resource Family Homes (RFH), Group Homes (GH), Crisis Nurseries, Runaway Youth Shelters, Small Family Homes, Transitional Housing Placement Programs, and Short-Term Residential Therapeutic Programs (STRTP) in an effort to ensure that they provide a safe and healthy environment for children who are in residential care.

A Note from Pamela Dickfoss, Deputy Director

Welcome to our Summer, 2017 Children's Residential Program (CRP) Quarterly Update! The CRP and the Continuum of Care Reform (CCR) Branch's continual partnership on the CCR implementation has provided an opportunity for various divisions of CDSS to work together toward achieving our mutual goal of supporting children who must live apart from their biological parents by facilitating care in committed, nurturing family homes. We are pleased to share that the improvements for the Foster Family Agencies (FFA) Interim Licensing Standards (ILS) are coming to fruition in version 2.1, which were released June 12, 2017.

FFA Program Statement reviews continue to be a priority for the CRP and the CCR Branch. Well over half of all FFAs are now approved for Resource Family Approval (RFA) and have begun converting existing foster families and, approving new applicants as Resource Families. Many FFAs have received technical assistance and are working on revisions that

will reflect their ability to support foster children as the mission of CCR is carried out. CDSS has started receiving STRTP applications. The reviews of the plan of operation and the program statement are currently underway. More submissions are anticipated as this higher level of services will be needed to support children who temporarily cannot be supported in a family setting.

Senate Bill 484 requires inspection of GH facilities at least once per year if they have a utilization rate of psychotropic medication usage for children residing in the facility warranting additional review. Statewide inspections of these facilities began in November, 2016 and concluded in January, 2017. CCLD is now working towards publishing a statewide summary of the information gathered during these inspections that will be available at the end of this fiscal year.

Assembly Bill (AB)388 Update & PIN

With the implementation of AB 388 (Ch. 760, Stats. 2014) Community Care Licensing (CCL) Form LIC 624-LE has been revised to include a number of fields necessary to obtain the information required to meet AB 388's reporting mandates. The form was also updated to include information concerning whether de-escalation techniques were used prior to an incident being reported and the reason why or why not.

Providers are strongly encouraged to use the revised form, but may use their own form as long as it contains all the information requested in LIC 624-LE. LIC 624-LE is available on CCLD's website:

http://www.cdss.ca.gov/Portals/9/FMUForms/I-L/LIC624LE.pdf?ver=2017-04-21-101953-910

A Provider Information Notice (PIN) 17-04-CRP Revision of LIC 624-LE, Law Enforcement Contact Report and Reporting Law Enforcement Contacts detailing the changes to LIC 624-LE was published May 5, 2017.

Centralized Complaint and Information Bureau (CCIB)

Since the launch of the CCIB in January of 2015, Californians have a central location to access information and to file complaints related to Community Care Facilities, RCFE and Child Care Facilities licensed by Community Care Licensing (CCL). In 2016 the Virtual Contact Center had 97,052 Incoming calls compared to the 58,267 calls received in 2015. The Bureau created 13,770 complaint reports for the Regional Offices to investigate in 2016. These complaint reports attempt to capture key intake information and to establish accuracy and consistency in documentation throughout the state. Calls other than those that generated complaints ranged from general information on licensing, file reviews, and Caregiver Background Check questions.

The staff at CCIB are focused on customer service and take stewardship of every call received. They receive extensive training so they are well prepared to address the different

regulations and statutes for all the different licensing programs.

Partner agencies, such as Child Protective Services (CPS), Adult Protective Services (APS), Long Term Care Ombudsman and Law Enforcement submitted 9,814 incident and complaint referrals to CCIB in 2016. They have recognized that having a centralized location to address their concerns on behalf of the state's dependent and most needy children and adults has improved communication and are more satisfied that concerns are addressed by CCLD.

If you have a question or concern about a CCLD licensed facility, please contact us via our toll free telephone number at 844-LET-US-NO (844-538-8766), via e-mail at LetUsNo@dss.ca.gov, or fax at (916)414-2551.

Basics of TSP Engagement

The Technical Support Program (TSP) facility referral engagement process ("engagement," for short) consists of a series of supportive and instructional visits conducted by a TSP Analyst at a licensed facility that is having frequent non-compliance issues and/or other difficulties in its day-to-day operations.

The purpose of the engagement is to provide training and support services to assist referred licensees (providers) in achieving and maintaining comprehensive compliance with the statutes and Title 22 Regulations applicable to their facilities. In order to receive engagement services, a facility must first be referred to TSP by a Regional Office.

The three basic activities that make up the entire TSP engagement are: *Assessment, Consultation,* and *Training (ACT)*.
- *Assessment* – The identification and analysis of the key non-compliance issues affecting the operation of the facility.
- *Consultation* – The ongoing discussion of ideas, concerns, and strategies between the provider and TSP, principally focused on achieving sustained, comprehensive compliance.

- *Training* – The formal, structured course of instructions provided to the licensee and/or staff on particular points of statutes, regulations, and/or best practices directed at achieving sustained, comprehensive compliance.

Assessment, Consultation, and Training can basically be summed up through the following questions:

- *What is the problem? (Assessment)*
- *How do we solve it? (Consultation)*
- *What is the solution? (Training)*

The *right* **assessment** is important to having the *right* discussion (**consultation**) for the purposes of coming up with the *right* solutions (through **training**).

The ultimate goal of TSP engagement is to have the provider achieve sustained, comprehensive compliance. It does not mean that the facility will never again incur another deficiency citation, but that there would no longer be a chronic pattern of non-compliance in the facility's operations, as before.

For more information on TSP engagement, please contact:
TechnicalSupportProgram@dss.ca.gov
Also please check out the TSP Resource Guides

Youth Summer Employment

Finding part-time work can be an empowering experience for the youth. It is also one that comes with tangible benefits, such as extra spending cash, money to pay off expenses, or simply to put away for a rainy day. More importantly, part-time employment can help the youth learn professionalism and personal responsibility, paving the way to a successful transition into young adulthood. To get started, interested youth may contact the Employment Development Department (EDD), which works in partnership with the local America's Job Center of California.

Youth Mental Health Support

It is not always easy to tell whether a youth's maladaptive behaviors are in direct response to a sudden stressor, such as an unexpected or traumatic loss, or in reaction to the usual daily stressors having to do with school, friendships, or continuing interpersonal differences with caregivers or parents.

As significant as some of these issues may be themselves, the youth's normal range of reactions to them can be seen as generally proportional in nature. Although seeking professional mental health for these issues may help alleviate their effects, enlisting such assistance becomes a priority when the changes in a youth's behavior take on more concerning characteristics, such as:

- The behavior persists for weeks or even months, regardless of changes in circumstances.
- The youth's response/reactions are not proportional to the level and nature of the stressor (i.e., extreme reactions).
- The behavior continues to interfere with the youth's ability to adequately function at home, at school, or in various other social settings.

Examples of such persisting behaviors may include, but are not limited to:

- Sudden loss of interest in activities that the youth has normally found rewarding
- Sleeping difficulties, loss of appetite, fatigue, chronic low energy
- Chronic aches and pains not associated to any identifiable medical condition
- Chronic sadness or suicidal thoughts
- Substance abuse and other self-destructive behaviors and habits
- Unreasonable fears or exaggerated sense of having no control over life

In their journey toward young adulthood, youth continue to need stable and reliable emotional support systems to help them process life's challenges and to help model healthy ways to cope with them. An absence of such a regular support network makes the case of seeking professional mental health services all the more critical. The following are recommended by the National Institute of Mental Health:

- Youths should approach their parents, caregivers, teachers, or counselors at school for help.
- Care providers should encourage conversations about mental health and visit: http://www.mentalhealth.gov/ .
- If not sure where to turn for help, visit: NIMH's Help for Mental Illnesses.

Additionally, the following are important emergency contacts that can be easily stored in the youth's cellphone:

- Phone numbers of trusted individuals (friends, relatives, etc.)
- Non-emergency numbers to police

- The Crisis Text Line: 741741
- The National Suicide Prevention Lifeline: 1-800-273-TALK (8255).

Active Shooter/Attacker Preparedness

The following are some basic physical safety tips to keep in mind this summer, especially when planning family or group outings to popular shopping destinations, public events, or recreational points of interest. This material is presented in light of events in recent times that have involved individuals targeting members of the public at random with the use of firearms or other weapons.

- Be aware of your surroundings and assess for any potential risks to your personal safety and of those accompanying you.
- Take note of the two nearest exits in any facility you visit or any viable area within that facility that can serve as a shelter in the event of an emergency.
- If you happen to be in an office during an active shooter/attacker incident, stay there and secure the door.

- If you happen to be out in a hallway during such an occurrence, get into a room and secure the door.
- Call 911 when it is safe to do so. Additionally, the National Terrorism Advisory System (NTAS) alerts can be accessed to obtain up-to-date information on terrorist threats determined credible. These alerts provide timely, detailed information to the public, government agencies, first responders, public sector organizations, airports and other transportation hubs.

For more for active shooter/attacker preparedness information, please visit the website for the Department of Homeland Security (DHS). The *Active Shooter Event: Quick Reference Guide* is also available at the DHS website.

New System News

The Child Welfare Digital Services (CWDS) is developing the Child Welfare Services-New System (CWS-NS) which will replace and improve upon the three "legacy" databases we currently use. One of its components, the Certification, Approval, and Licensing Services (CALS), will provide an integrated, statewide system for use by counties and CCL. This system will be adapted for the Adult and Senior Care Program and the Child Care Program as well.

On April 11, CWDS hosted its second Quarterly Stakeholder Forum onsite at its Sacramento campus (with participation also

made possible via WebEx). Following the opening session capturing the overall vision and progress of the digital services, three concurrent breakout sessions were offered to allow participants a choice to attend the area that interested them most for a more in-depth look at the progress being made. The next Quarterly Stakeholder Forum is scheduled for July 11, 2017.

In March, the CALS Team successfully completed a Proof of Concept, demonstrating that facility search data could be pulled from multiple sources and merged into meaningful search return results. Representatives from

four counties and three CCLD offices will pilot a working model of the new facility search and profile to explore and propose options for improving the model.

Additionally, starting in May, 2017 the CALS Design and Development Team initiated field research and design activities to understand and design features to support the facility application review process. The CALS team has a goal to enable users to process all new applications for Children's Residential facilities by the end of 2017.

All of the CWDS CALS Team can be reached directly at CWDSCALS@osi.ca.gov. Please do not hesitate to send in questions or share your insights about what you need in a new facility licensing system.

More information about the progress, scope, and vision for CALS development and all of the CWS-NS digital services can be found at the following website: https://cwds.ca.gov/.

- Stay informed: Subscribe to the mail list.
- "Dashboard" has links to each team's work.
- "For Stakeholders" has links to Events including the Monthly Solutions Demos, Quarterly Stakeholder Forums, Reports, and much more.
- Choose the social media options at the bottom of any page to view and follow CWDS updates including: Facebook, Twitter, LinkedIn, YouTube, and GitHub.

Child Welfare Digital Services

Changes to Management

Congratulations to Mathew Fears, Manager, Quality Assurance Unit! Mathew promoted to SSM I for the Quality Assurance Unit June 1, 2017. Prior to this appointment, Matthew served as the Systems Review Analyst for the Adult and Senior Care Program where he worked to improve the data systems LPAs use and provide data to improve field productivity. Matthew also spent 3 years working in the San Jose office as an LPA for the ASCP. He stated his belief in CCLD's mission of protecting the most vulnerable populations in California, is what drew him to the job with CCLD.

Congratulations to Helga Wong, Licensing Program Manager, San Jose Regional Office! Helga began her new position as Licensing Program Manager for the San Jose Children's Residential Regional Office on April 1, 2017. She joined CCLD in 2006 and worked as a LPA for the ASCP for close to 11 years. Before joining CCLD, Helga holds almost eight years of managerial experience working with both skilled nursing and independent senior living facilities, assisted living facilities, hospice/home health care facilities, and referral agencies. While completing high school and college, she worked part-time and acquired five

years of experience in the area medical records at health care and medical services facilities. Helga has a Bachelor of Science Degree in Health Education from San Francisco State University and a Master of Arts Degree in Public Health Administration from the University of San Francisco. She looks forward to working with staff to help motivate troubled youth to work hard, to do their very best, and to be ever assured that CCLD cares about them and considers their protection and well-being as top priorities.

Please remember to check out new [Provider Information Notices (PINS)](#)

IMPORTANT INFO AND PHONE NUMBERS	
Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Foster Care Rates	916-651-9152
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Foster Care Ombudsman	1-877-846-1602
CCL Public Inquiry and Response	916-651-8848
Technical Support Program	916-654-1541